

March 24, 2020

Hon. Robin Morrison, Chairman
c/o Ectory Lawless
Tennessee Public Utilities Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

VIA EMAIL to tpuc.docketroom@tn.gov

RE: Initial Public Information Filing Related to Measures Taken During the Coronavirus COVID-19 Public Health Emergency

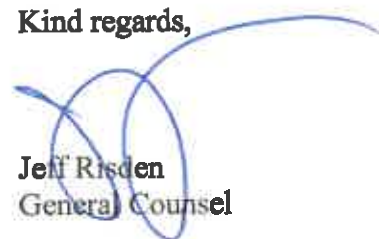
Dear Chairman Morrison,

Tennessee Wastewater Systems, Inc. provides the following information regarding steps taken by the utility to ensure safe and reliable service to its customers:

- * All operational and maintenance functions continue as normal.
- * Schedules have been modified for all utility personnel, including operators and maintenance workers to ensure adequate service coverage to our customers and the health and safety of our employees.
- * Consistent with the directives of other states where TWSI affiliate utilities provide service, TWSI is suspending disconnections for non-payment of bills as well as the accrual of late fees.

TWSI continues to monitor developments with this crisis and will take additional actions as deemed necessary to ensure continuity of service as well as the health, safety, and welfare of its employees and customers.

Kind regards,



Jeff Risdien
General Counsel